

WHAT IS CLAIMED IS:

1. A software system residing on a computer connected to a network in an enterprise, the system being used in analyzing the impact of network events on the network, the system comprising:

- 5 a plurality of data source adapters for interfacing with external data sources to thereby allow access by the system to enterprise-related data in the external data sources;
- an impact analysis data structure populated with data accessed from the external data sources and defining relationships between the enterprise-related data;
- an action tree data structure comprising a routine which, when executed, acts upon
- 10 the relationships defined by the impact analysis data structure to handle events; and
- a message processor to read the network events and select one of the action tree data structures to handle each read network event.

2. The system of claim 1, wherein the impact analysis data structure comprises:
- a plurality of organizational nodes each representative of an enterprise element
- 15 and populated with data accessed by the system through the use of the data source adapters; and
- one or more hierarchy structures of said organizational nodes, said hierarchy structures defining relationships of organizational nodes to one another by the data contained therein, said hierarchy structures representative of structures and business processes of the enterprise.

- 20 3. The system of claim 1, comprising an event handler to receive and queue data regarding network events from an event server.